

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

ATTORNEY DOCKET NUMBER: 10002106-1

IN RE APPLICATION OF: U.S. Patent No. 7,657,640

USPTO CONFIRMATION CODE: 2157

APPLICATION NO.: 09/746,365

FILED: Dec. 21, 2000

EXAMINER: PHILIP C LEE

GROUP ART UNIT: 2448

FOR: METHOD AND SYSTEM FOR EFFICIENT ROUTING OF CUSTOMER AND  
CONTACT E-MAIL MESSAGES

37 CFR 1.322 & 37 CFR 1.323 REQUEST FOR CERTIFICATE OF CORRECTION

HONORABLE COMMISSIONER OF PATENTS & TRADEMARKS

Sir:

The following is a request for a certificate of correction in Serial Number  
09/746,365, now Patent Number 7,657,640.

A certificate of correction under 35 USC 254 is respectfully requested in the  
above-identified patent.

☒ All errors were the fault of the USPTO, no fee required. In the event that a further  
fee is required, please charge the amount to Deposit Account No. 082025.

☐ All errors were the fault of the applicant and, accordingly, please charge \$100.00  
to our Deposit Account No. 082025. In the event that a further fee is required, please  
charge the amount to the same Deposit Account.

☐ The errors were the fault of both the applicant and USPTO and, accordingly,  
please charge \$100.00 to our Deposit Account No. 082025. In the event that a further fee  
is required, please charge the amount to the same Deposit Account.

The exact location where the error appears in the patent and patent application is  
as follows:

In column 7, line 25, in Claim 5, delete "into," and insert - - into - -, therefor.  
(Appeal Brief Filed on May 9, 2006, page 21, in claim 5, line 2)

The requested correction is attached on Form PTO 1050.

Respectfully Submitted

7/22/2010  
DATE

/Jack H. McKinney/  
Name: Jack McKinney  
Registration No.: 45,685

Attorney/Agent of Record

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
3404 E. Harmony Road  
Mail Stop 35  
Fort Collins, CO 80528

## UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

Page 1 of 1

PATENT NO. : 7,657,640

APPLICATION NO. : 09/746,365

ISSUE DATE : Feb. 2, 2010

INVENTOR(S) : Jerry B. Decime

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In column 7, line 25, in Claim 5, delete "into," and insert - - into - -, therefor.

### MAILING ADDRESS OF SENDER (Please do not use customer number below):

Hewlett-Packard Company  
Intellectual Property Administration  
3404 E. Harmony Road  
Mail Stop 35  
Fort Collins, CO 80528

This collection of information is required by 37 CFR 1.323, and 1.327, and 1.328. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patent, P.O. Box 1450, Alexandria, VA 22313-1450.

*If you need assistance in completing the form, call 1-800-PTO-0199 and select option 2.*